

FIG-1

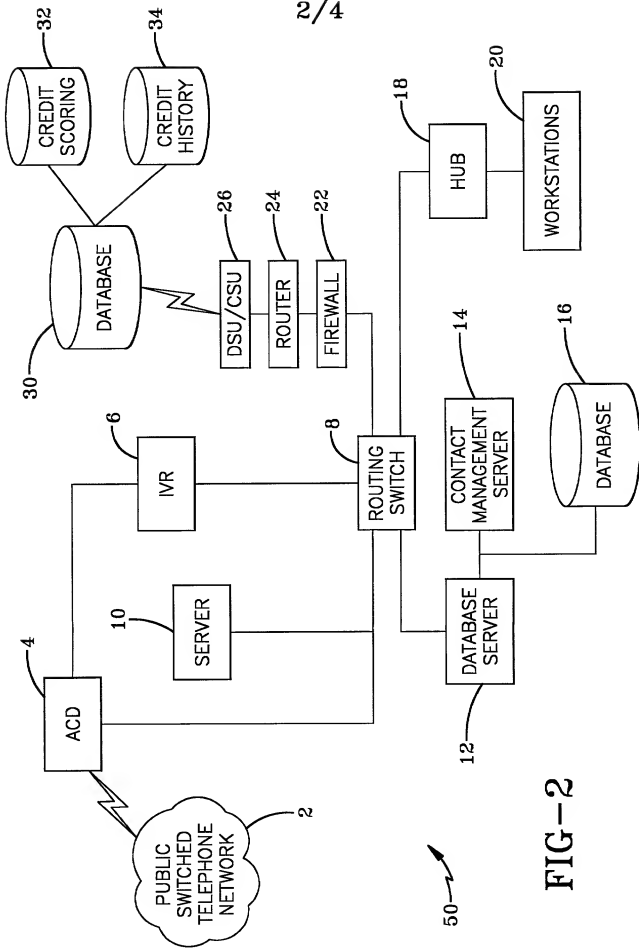


FIG-2

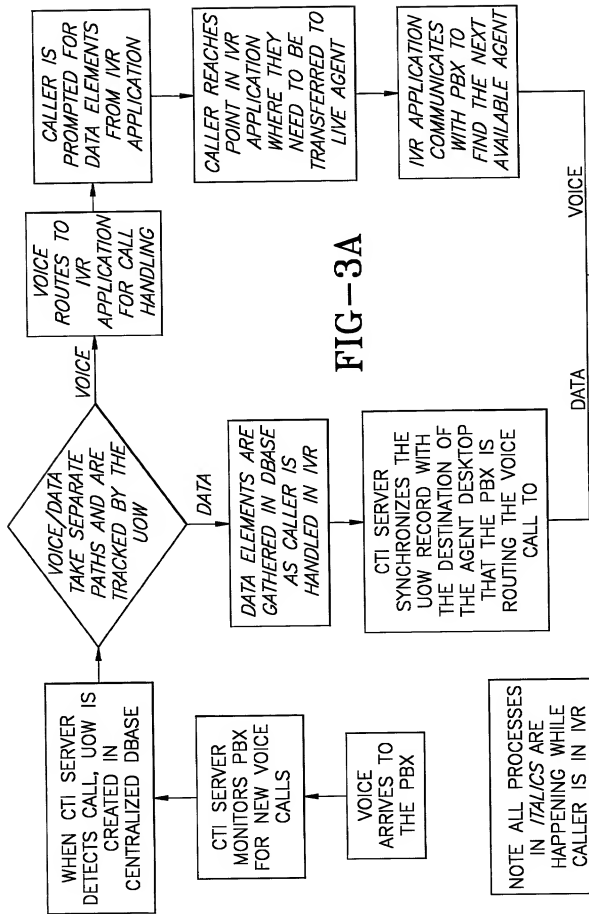
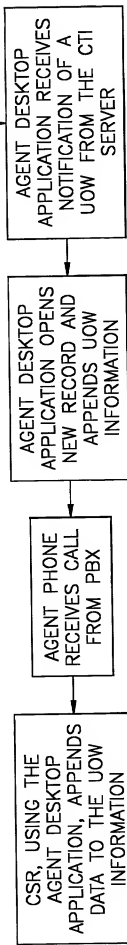


FIG-3A

SEE FIG-3B FOR LEGEND

FROM FIG-3A



UPON COMPLETION OF CALL AGENT DESKTOP APPLICATION WRITES COMPLETED UOW RECORD TO DATABASE AND NOTIFIES CTI SERVER OF AVAILABILITY FOR NEXT TRANSACTION

LEGEND

DBASE: CENTRALIZED DATA WAREHOUSE

PBX: INBOUND CALL SWITCH

IVR: INTERACTIVE VOICE RESPONSE

CTI SERVER: COMPUTER TELEPHONY INTEGRATION SERVER

AGENT DESKTOP APPLICATION: APPLICATION CSR USES TO HANDLE CALL

UOW: UNIT OF WORK (A UNIQUE RECORD ID)

FIG-3B